

COURSE OBJECTIVES

By the end of the course you will

- understand the laboratory management requirements of ISO/IEC 17025:2017
- have a basis for deciding which tasks fall within the remit of your quality management and technical management
- be able to identify the various responsibilities for overall laboratory management
- understand how effective management controls can be implemented

Laboratory Management Course Programme

Day 1

- 09:15 Welcome & introductions
Structural Requirements
Exercise: Organisation chart
Exercise: Role descriptions for QM and TM
Impartiality & Confidentiality
Laboratory Facilities, Conditions, Equipment and Reference Materials
Exercise: Management of Facilities/Equipment
Metrological Traceability
Personnel
Exercise: Personnel (Training & records)
Management of Externally provided services
Exercise: Externally provided services
- 17:00 End of Day 1

Day 2

- 09:00 Review of requests, tenders, and contracts
Methods (including selection, verification, validation and sampling)
Exercise: Method Validation
Evaluation of measurement uncertainty
Handling Items
Exercise: Handling of test/calibration items
Ensuring the validity of results
Management System Documentation and control of records & information
Reporting of results (including opinions & interpretations)
- 17:00 End of Day 2

Day 3

- 09:00 Management Systems – Option A or B
Risks and Opportunities for Improvement
Internal Audit
Exercise: Internal Audit Programme Planning
Non-conforming work, Corrective actions & Complaints
Management Review
Course wrap-up
- 1645 Close of course